

**City and County of San Francisco**

# **Committee on Information Technology**

Regular Meeting

January 19, 2023

# Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of the Consent Agenda (Action Item)
  1. Resolution Making Findings to Allow Teleconferenced Meetings under California Government Code Section 54953(e)
  2. Approval of Meeting Minutes from November 17 2022
5. Surveillance Technology Policy - Fine Arts Museum - Security Cameras – Camera Management and Video Monitoring System (Action Item)
6. Review and Approve 19B Annual Surveillance Report Resolution (Action Item)
7. Review the 5-Year ICT Plan Draft Outline
8. Chair Update
9. CIO Update
10. Adjournment

# Item Number 3

General Public Comment

# Item Number 4

## Approval of the Consent Agenda

Action item

# Item Number 5

Surveillance Technology Policy – Fine Arts  
Museum – Security Cameras – Camera  
Management and Video Monitoring System

Action Item



# **City and County of San Francisco**

## **Fine Arts Museum - Camera Management and Video Monitoring System**

January 19, 2023

# Technology Description

- The system is comprised of multiple cameras.
- The footage is recorded on the network video recorders (NVR) and stored.
- An NVR is a specialized computer system that includes a software program that records video in a digital format to a disk drive.
- The Camera Management and Video Monitoring System provides live views and record motion video footage to NVRs.

# Authorized Use Cases

- Live video monitoring feeds.
- Recording of video and images.
- Reviewing camera footage in the event of an incident.
- Providing video footage or images to law enforcement or other authorized persons following an incident or upon request



# Data Lifecycle

- **Type of Data Collected:**
  - Live views of the public or employees in the museum buildings and external views around the property.
- **Data Access:**
  - Authorized roles are Museum Management and Security Guards

# Data Lifecycle

- **Data Sharing:**
  - Upon request, City Attorney Office, Human Resources Department, upon court order external Law Enforcement
- **Data Retention Length & Disposal:**
  - Retained 3 months
  - Data is overwritten

# PSAB Meeting Dates

- December 9, 2022
- PSAB recommends approval.

# Questions

# Item Number 6

## Review and Approve 19B Annual Surveillance Report Resolution

Action item

# Annual Surveillance Reports

- SF Admin Code Section 19B.6 requires an Annual Surveillance Report for each Surveillance Technology Policy approved by the Board of Supervisors.
- Departments inform COIT and the Board on any potential changes to their surveillance technology's use, and report any complaints received or violations of their policy.
- The Annual Report is due within 12 months of Board approval of a policy, and annually thereafter by November 1<sup>st</sup>. A resolution must also be introduced to the Board by February 15th for their acceptance of the report.

# Reporting Process

- COIT approved a deadline extension for Departments to submit their Annual Reports by November 1, 2022, affecting all policies approved by the Board in the 2021 calendar year
- This provided time for COIT staff to launch a central form and guidance in September 2022, and efficiently collect reports and maximize compliance
- All Departments with Annual Reports due in 2021 have sent their reports to COIT and the Board
- COIT may introduce a central Resolution on behalf of all Departments for Board acceptance of these reports

# Annual Reports Received

Technology Type	Departments
Drones	DPW, DT, FIR, PRT, PUC, REC
Radio Frequency Identification (RFID)	LIB
Automated License Plate Reader (ALPR)	AIR, DPW, POL, REC
Surveillance Cameras	AAM, ADM, AIR, ART, CSS, DEM, DHR, DPH, DT, FIR, HOM, HSA, LIB, MTA (3), PRT (2), PUC, REC, RNT, WAR
Gunshot Detection	POL
Network Server	PRT



# **Memo Summarizing Notable Items**

Several Departments noted a need to change the job titles authorized to access the surveillance technology data, or detailed a replacement of their equipment

# Memo Summarizing Notable Items

SF Admin Code 19.B.2.(d-e) hold that Departments may not access any information obtained from Face Recognition Technology on City issued software or devices and must report the inadvertent receipt of such information through their Annual Surveillance Report.

Correspondingly, San Francisco Police Department submitted an addendum to their reports detailing four requests the Department made to external entities for face recognition data.

# Status of Surveillance Inventory Backlog

COIT staff intends to also provide the status of the Surveillance Technology Inventory in COIT's memo, listing:

- Policies/technologies approved by the BOS
- Existing surveillance technologies that still require a BOS approved policy

## Next Steps

COIT may move to send these reports to the Board of Supervisors on behalf of all submitting Departments.

If so, COIT staff will work with City Attorney to draft and introduce a Resolution to the Board by February 15<sup>th</sup> to accept these reports.

The circulated memo will be included as additional materials for the Board's review.

# Questions

# Item Number 7

## Review the 5-Year Information Communication Technology (ICT) Plan Draft Outline

Discussion

# Draft Calendar

## October '22

- Central agencies proposed revisions to vision/goals [✓]
- Depts shared future major initiatives and past project performance [✓]

## November '22

- COIT BP reviewed potential goal revisions and draft budget application for forecasting need [✓]
- Review potential goal revisions with COIT for feedback [✓]
- Begin writing plan with contributors, specifically fleshing out goals and aligning project performance content [✓]

## December '22

- Engage central agencies on revising funding recommendations [✓]
- Launch budget application [✓]

## January '23

- Continue ICT Plan writing, adding Financial Forecasts (MBO/CON) information [✓]
- **ICT plan outline presented for COIT feedback**
- Receive budget submissions & forecast cost of citywide IT needs

## February '23

- COIT BP review draft ICT plan
- Final draft submitted to COIT for approval

# ICT Plan Outline

1. Introduction
2. Strategic Goals
3. Financial Forecast
4. Financial Recommendations



# Introduction

## The City's Guiding Vision

*“Government services that are available and universally accessible in times of crisis and beyond.”*

Also highlight the role of technology projects in supporting the City's Economic Recovery across subjects like business permitting and housing delivery.

# Strategic Goals & Exemplary Projects

## Goal 1: Online and Accessible City Services Residents Can Use

- SF.gov & Digital Accessibility – Digital Services

## Goal 2: Integrated City Operations that are Efficient and Cost-Effective

- Gov Ops – City Administrator, Human Resources, Controller
- Data Integration – Data SF
- Robotic Process Automation – DT

## Goal 3: IT Infrastructure You Can Trust

- Cybersecurity & Resiliency Initiatives – DT
- SF Cloud – DT

*Will also highlight projects submitted through COIT's budget process*

# Financial Forecast: Technology Funding Sources

- **COIT Allocations** are a portion of the General Fund dedicated towards a range of technology projects throughout the City.
  - Annual Allocation
  - Major IT Projects Allocation
- **Department Operational Budgets** support all projects less than \$100,000 and the continued licensing and maintenance cost for other technologies. The vast majority of the City's spending on technology is in operational budgets.
- **The Department of Technology's Rate Model** supports the implementation of a number of Citywide ICT projects through the use of chargeback rates.
- **Non-General Fund Sources** include enterprise departments, other revenues, and grants from federal, state, and private sources.

# Financial Forecast: Five-Year Report

**Table 1: Base Case - Summary of General Fund-Supported Projected Budgetary Surplus / (Shortfall)**

**(\$ Millions)**

	FY 23-24	FY 24-25	FY 25-26	FY 26-27	FY 27-28	% of Uses
<i>SOURCES Increase / (Decrease)</i>	(29.2)	(24.7)	49.9	105.4	206.2	
<b>Uses</b>						
Baselines	(49.8)	(96.3)	(140.9)	(177.1)	(209.9)	15%
Salaries & Benefits	(55.0)	(169.6)	(257.7)	(364.2)	(490.7)	34%
Citywide Operating Budget Costs	(78.5)	(199.5)	(312.8)	(409.6)	(514.9)	36%
Departmental Costs	11.7	(37.3)	(84.0)	(146.1)	(214.9)	15%
<i>USES (Increase) / Decrease</i>	(171.6)	(502.8)	(795.4)	(1,097.0)	(1,430.4)	100%
<b>Projected Annual Surplus / (Shortfall)</b>	(200.8)	(527.5)	(745.6)	(991.7)	(1,224.1)	

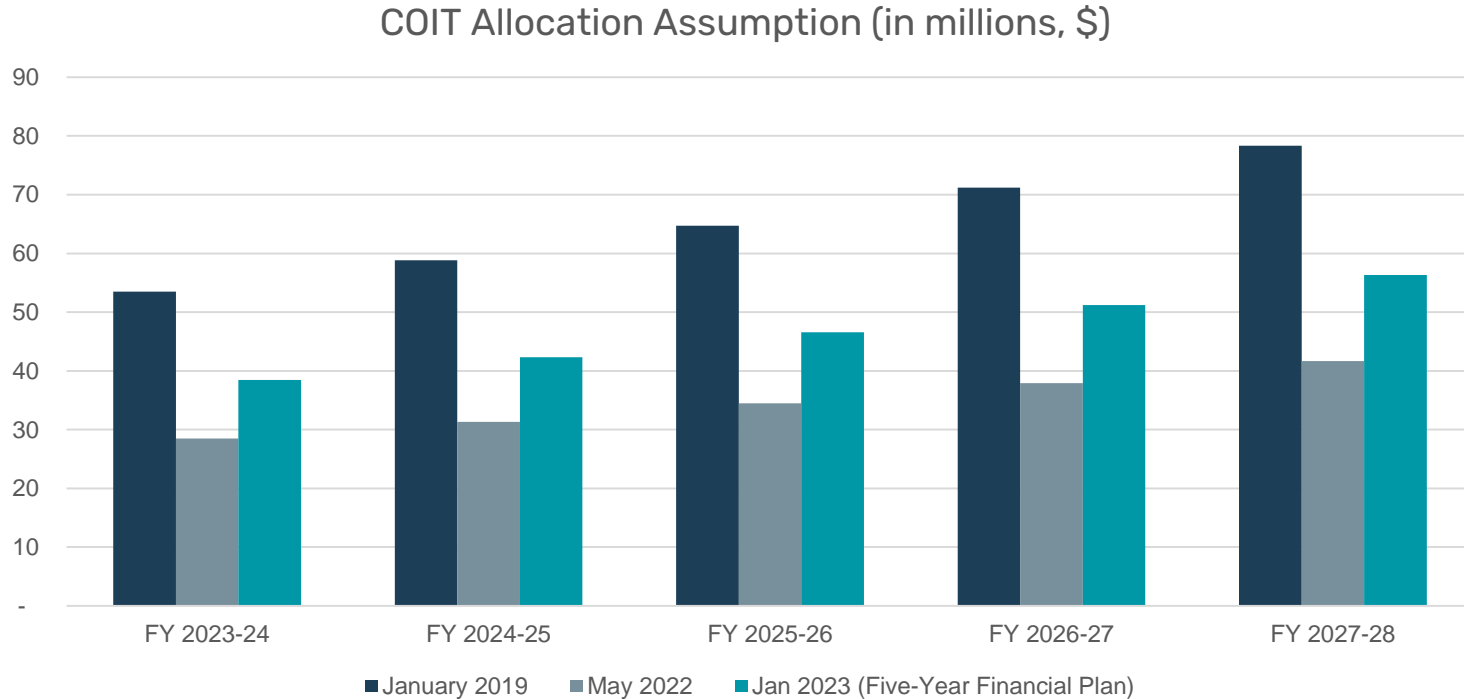
**Two Year Deficit = \$728.3 million**

# Financial Forecast: Five-Year Report

“The total IT investment projection assumes a \$10 million increase in FY 2023-24 funding of projects in the City’s ICT plan with annual 10% increases in the following four years of the forecast period”

COIT ALLOCATION	FY2023-24	FY2024-25	FY2025-26	FY2026-27	FY2027-28
Annual	15.8	26.2	22.7	31.2	36.3
Major IT	22.6	16.1	23.9	20.0	20.0
<b>Total</b>	<b>38.5</b>	<b>42.3</b>	<b>46.6</b>	<b>51.2</b>	<b>56.3</b>

# Comparison of Previous Allocation Trends



# Financial Recommendations

- Continue push to return to pre-COVID levels
- Begin to examine new funding models for more sustainable investment in our IT needs

## Next Steps

- Gather feedback on draft ICT Plan from COIT Budget & Performance subcommittee at February 4<sup>th</sup> meeting
- Present draft ICT Plan to full COIT for feedback and approval at February 16<sup>th</sup> meeting
- Introduce Resolution to the Board of Supervisors by March 1<sup>st</sup>



# Questions

# Item Number 8

## Chair Update

Discussion

# Item Number 9

## Chief Information Officer Update

Discussion



# **CIO Update**

## **Linda Gerull, City CIO**

JANUARY 2023

# New Advance in Natural Language Processing

- ChatGPT is a significant advancement in the field of natural language processing and machine learning.
- ChatGPT's ability to generate human-like text has many potential applications, from question answering, virtual assistants, chat bots, language translation in a natural way.
- This makes it a valuable resource for businesses and organizations looking to improve customer service and automate certain tasks.
- Overall, ChatGPT has the potential to change the Internet search and the way we interact with machines.

[chat.openai.com](https://chat.openai.com)

## ChatGPT

☀ Examples	⚡ Capabilities	⚠ Limitations
"Explain quantum computing in simple terms" →	Remembers what user said earlier in the conversation	May occasionally generate incorrect information
"Got any creative ideas for a 10 year old's birthday?" →	Allows user to provide follow-up corrections	May occasionally produce harmful instructions or biased content
"How do I make an HTTP request in Javascript?" →	Trained to decline inappropriate requests	Limited knowledge of world and events after 2021



About 92,200,000 results (0.47 seconds)

**Visit the SF Permit Center to apply for building permits.** Existing permitted establishments that are remodeling should consult with SFPDPH to determine if a reclassification of the Health Permit to Operate is required.

<https://www.sfdph.org> › dph › food › Permits ⋮

## Restaurant Permits -- Department of Public Health

🔍 About featured snippets · 🗨️ Feedback

### People also ask ⋮

How much does a food permit cost in SF? ▾

Do I need permission to open a restaurant? ▾

What type of certificate is required to run a restaurant? ▾

What permits do I need to open a restaurant in California? ▾

Feedback

<https://www.sfdph.org> › food › Permits › maintenance ⋮

## Restaurant Permits -- Department of Public Health

If you would like to **make** a complaint you may call or visit 311. 311 **City** Customer Service Agency - Service 24x7. **San Francisco** Department of Public Health ...

<https://sf.gov> › guide-opening-restaurant ⋮

## Guide to opening a restaurant | San Francisco



To get a restaurant permit in San Francisco, you will need to go through a process that involves several different steps and agencies. Here is an overview of the process:

1. Find a location: You will need to find a location that is zoned for a restaurant and that meets all the necessary building and safety codes.
2. Obtain a Business Tax Registration Certificate: All business operating in San Francisco are required to register with the Office of the Treasurer & Tax Collector and obtain a Business Tax Registration Certificate.
3. Apply for a Health Permit: You will need to apply for a Health Permit from the San Francisco Department of Public Health. This permit is required to ensure that your restaurant meets all the necessary health and sanitation standards.
4. Apply for a Planning Permit: You will need to apply for a planning permit from the San Francisco Planning Department. This permit ensures that your restaurant complies with the city's zoning and land use regulations.
5. Apply for a Building Permit: You will need to apply for a building permit from the San Francisco Department of Building Inspection. This permit ensures that your restaurant meets all the necessary building codes and safety standards.
6. Apply for a Fire Permit: You will need to apply for a fire permit from the San Francisco Fire Department. This permit ensures that your restaurant meets all the necessary fire safety standards.
7. Obtain a Liquor License: If you plan to serve alcohol at your restaurant, you will need to obtain a liquor license from the California Department of Alcoholic Beverage Control.

It's important to note that this process may vary depending on the type of restaurant and the location you choose, and the process may take several months to complete. It's recommendable to seek legal and professional advice to guide you through the process.

# Cloud Center of Excellence

## *Purpose and Goals*

A dedicated team responsible for promoting the adoption and effective use of cloud technologies.

Goals:

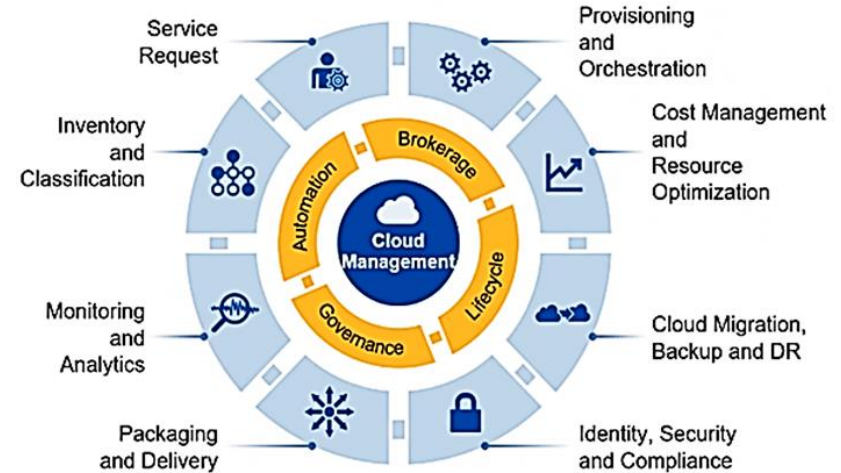
1. Governance and compliance: Establishing and maintaining policies, procedures, and guidelines for the secure and compliant use of cloud services.
2. Cloud adoption: Promoting and facilitating the adoption of cloud services throughout the organization.
3. Best practices: Identifying and sharing best practices for cloud architecture, security, and operations.
4. Cost optimization: Identifying and implementing strategies for reducing cloud costs and maximizing the value of cloud investments.
5. Cloud skills development: Providing training and resources to help employees acquire the skills needed to effectively use cloud technologies.
6. Innovation: Encourage and explore new ways to use cloud technologies to create new business opportunities and improve operations.



# Cloud Center of Excellence

## *Services and Capabilities*

- Deliver connectivity with multiple cloud endpoints
  - The City has expanded compute and storage into commercial clouds (Amazon, Microsoft Azure, Google and Oracle)
- Deliver cloud services (management, tools, security) that can scale to meet business needs
- Provide advice and configuration for cloud platforms and products for city use cases
  - The City procured over 300+ SAAS cloud-based business systems in FY21/22
- Deliver easy-to-procure cloud services as a consultant or “cloud broker”







SAN FRANCISCO  
DEPARTMENT OF  
TECHNOLOGY

# CIO Update

January 2023



# Adjournment